

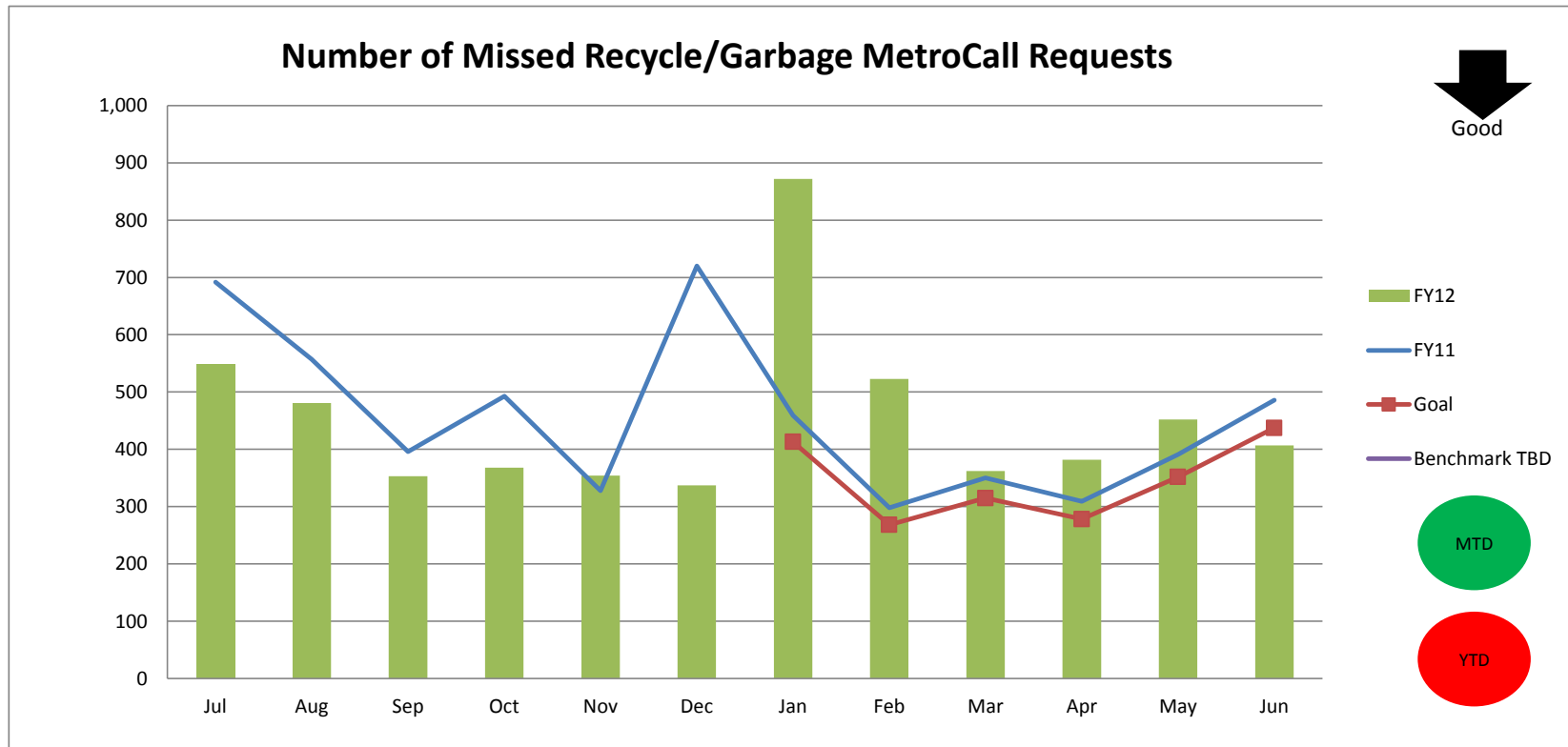
# PW&A: Number of Missed Recycle/Garbage Metro Call Requests

Measurement Method: The percent of work requests driven by citizen complaints that are not resolved

Why Measure? To see how well Public Works and Assets is meeting citizen needs; Misses are 0.04% of 850,000 services provided in a month

What is our goal? Reduce the number of combined misses by 10%

How are we doing? YTD Goal = 4931; YTD Totals = 5440; YTD Average = 453; MTD = 407



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Median	Standard Deviation	Totals
FY11	692	557	396	493	328	720	459	298	350	309	391	486	457	371	78	5479
FY12	549	481	353	368	354	337	872	523	362	382	452	407	453	430	191	5440